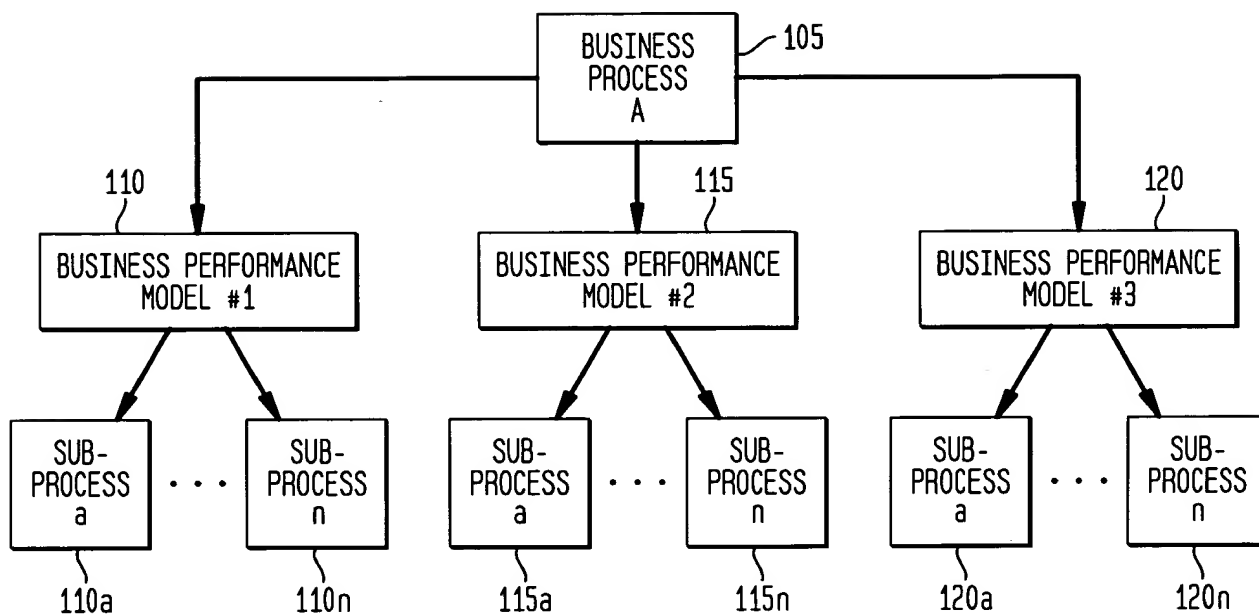


FIG. 1



A circular diagram divided into four equal quadrants, each representing 25% of the total. The quadrants are labeled as follows: the top-left quadrant is labeled 'Other' with '30%' below it; the top-right quadrant is labeled 'Non-union' with '20%' below it; the bottom-left quadrant is labeled 'Union' with '30%' below it; and the bottom-right quadrant is labeled 'Non-union' with '20%' below it. The total '100%' is written at the bottom center of the circle.

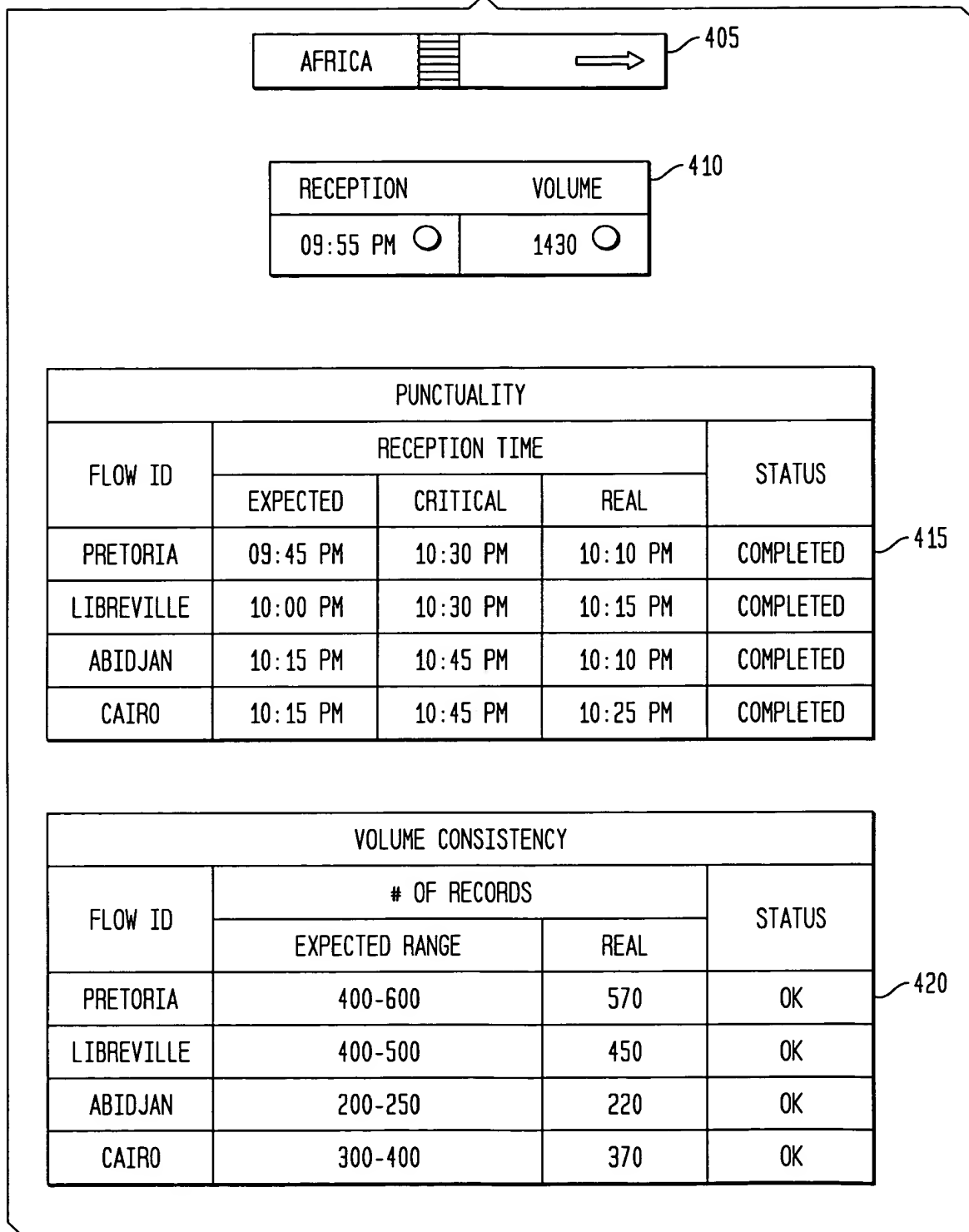


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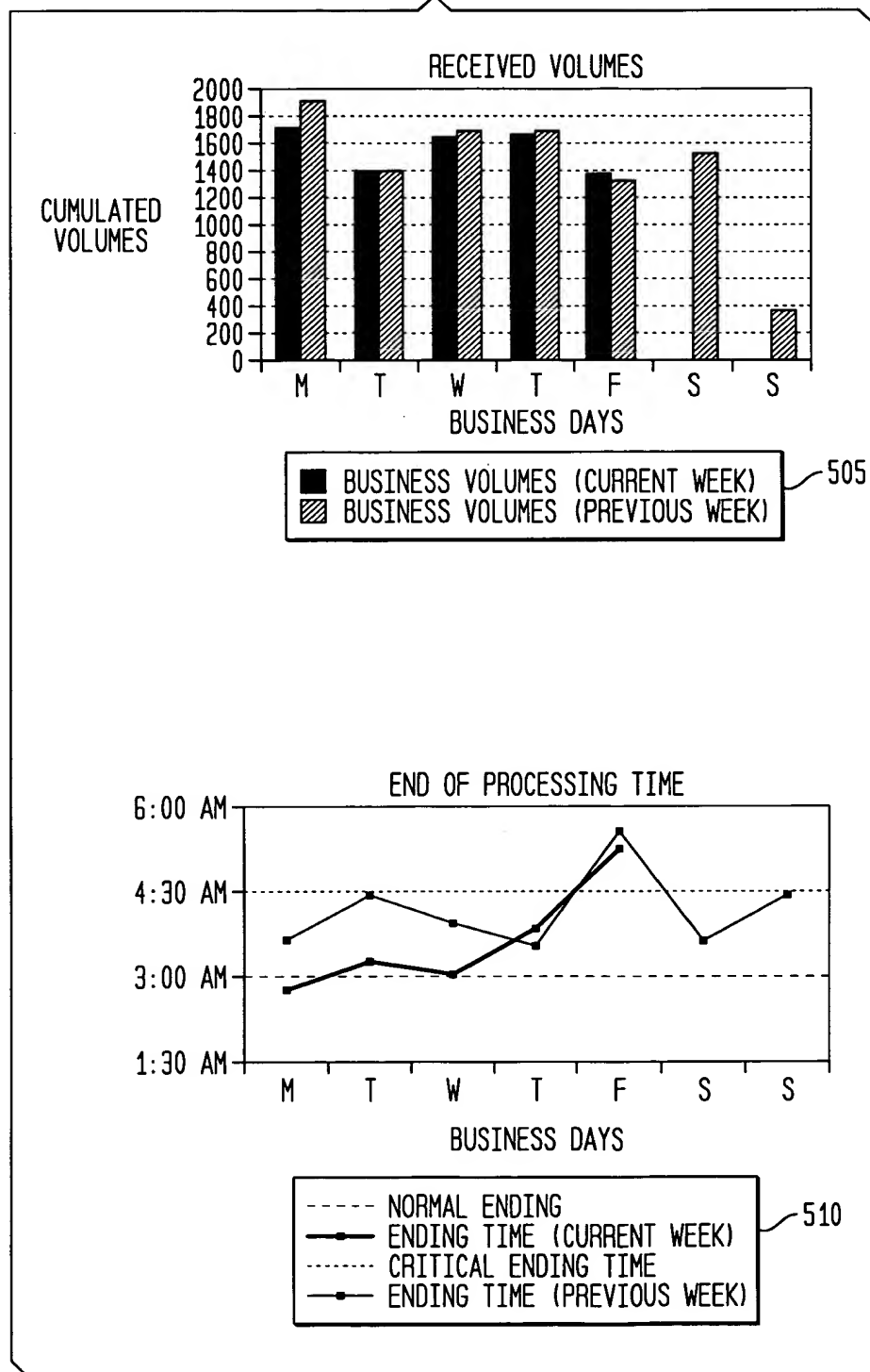
3/8

FIG. 4



4/8

FIG. 5



5/8

FIG. 6

INCOMING FLOWS			
FLOW	PUNCTUALITY		
	CURRENT MONTH	PREVIOUS MONTH	TREND
ASIA	75%	90%	↓
AFRICA	100%	100%	
EUROPE	99%	89%	↑

605

END PROCESSING TIME			
	CURRENT MONTH	PREVIOUS MONTH	TREND
ON TIME	94%	78%	↑
LATE	6%	12%	

610

INFORMATION DELIVERY QUALITY INDEX			
	CURRENT MONTH	PREVIOUS MONTH	TREND
E-CASH MANAGEMENT	100%	95%	↑
SWIFT	75%	85%	↓
TRANSMISSION	99%	91%	↑

615

6/8

FIG. 7

ACCESSIBILITY SUB-PROCESS	BUSINESS TRANSACTION SUB-PROCESS	CREDIBILITY SUB-PROCESS
REAL-TIME: AVAILABILITY FOR A WEB-BASED APPLICATION AVAILABILITY FOR A "TEXT" APPLICATION AVAILABILITY FOR A CLIENT/SERVER APPLICATION	REAL-TIME (FOR EACH BUSINESS TRANSACTION TO BE MONITORED): RESPONSE TIME FOR A WEB-BASED APPLICATION RESPONSE TIME FOR A "TEXT" OR CLIENT/SERVER APPLICATION	REAL-TIME: CREDIBILITY OF DATA
705	710	715

FIG. 8

INPUT FLOW SUB-PROCESS	CENTRAL PROCESSING SUB-PROCESS	OUTPUT FLOW SUB-PROCESS
REAL-TIME: INDIVIDUAL BATCH FLOW PUNCTUALITY CONSISTENCY GLOBAL BATCH FLOW COMPLETENESS CONTINUOUS FLOW CONSISTENCY REAL-TIME (FOR ALL INCOMING FLOWS): CONSISTENCY	REAL-TIME: INTER APPLICATION ACTIVITY ACKNOWLEDGMENT ACTIVITY REJECTION ACTIVITY	REAL-TIME: GLOBAL BATCH FLOW COMPLETENESS RESOURCE UPDATE PUNCTUALITY
805	810	815

FIG. 9

INPUT FLOW SUB-PROCESS	CENTRAL PROCESSING SUB-PROCESS	OUTPUT FLOW SUB-PROCESS
REAL-TIME: INDIVIDUAL BATCH FLOW PUNCTUALITY CONSISTENCY GLOBAL BATCH FLOW COMPLETENESS CONTINUOUS FLOW CONSISTENCY REAL-TIME (FOR ALL INCOMING FLOWS): CONSISTENCY	REAL-TIME (FOR EACH JOB TO BE MONITORED): PUNCTUALITY QUALITY AVAILABILITY	REAL-TIME: GLOBAL BATCH FLOW COMPLETENESS RESOURCE UPDATE PUNCTUALITY
905	910	915

8/8

FIG. 10

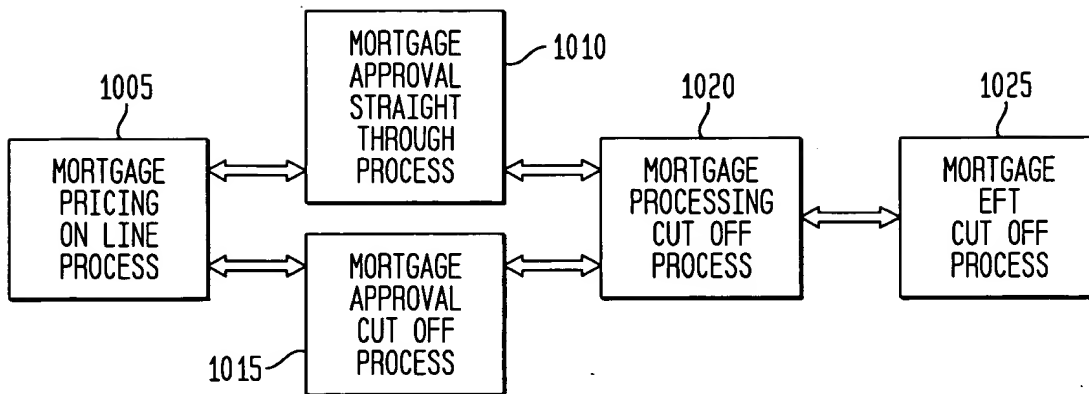


FIG. 11

